2013-14 State Results

Learning that works for Nevada
CTE™

Administrative Services

32 Participants
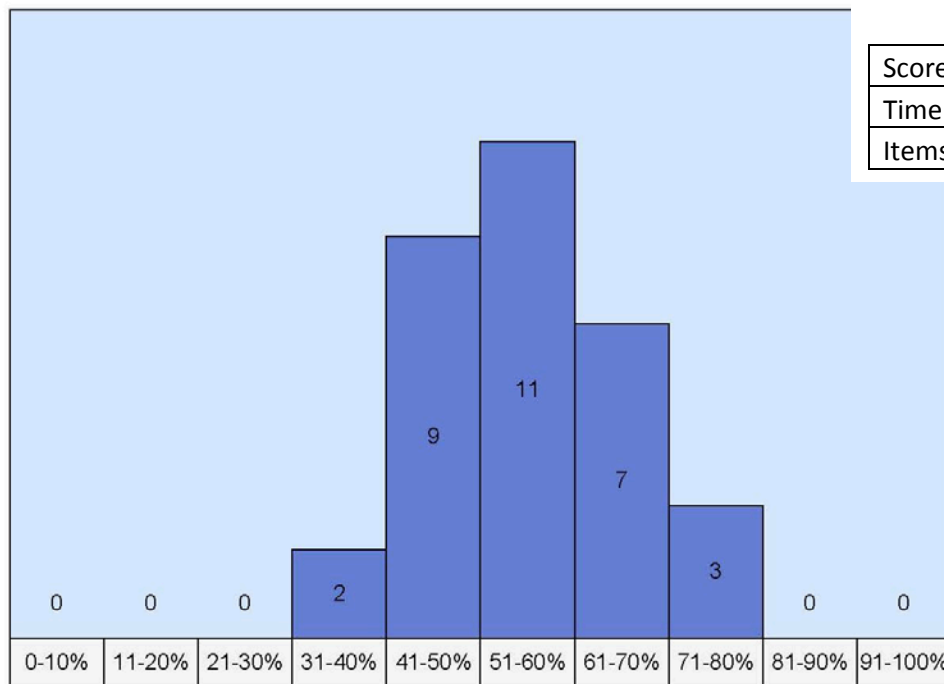
	Min	Max	Mean
Score	32	72	54.78
Time	00:05:50	01:00:00	00:35:36
Items Answered	98	100	99.91

Histogram values by score range:
- 0-10%: 0
- 11-20%: 0
- 21-30%: 0
- 31-40%: 2
- 41-50%: 9
- 51-60%: 11
- 61-70%: 7
- 71-80%: 3
- 81-90%: 0
- 91-100%: 0

Average Score: 54.8
Cut Score: 65
Pass Percentage: 18.75%

Nevada Department of Education
Office of Career, Technical and Adult Education

1) CONTENT STANDARD 1.0 : UTILIZE STANDARD OFFICE SOFTWARE APPLICATIONS	56.46%
1) Performance Standard 1.1 : Demonstrate Proficiency in Word Processing	55%
1) 1.1.1 Use a template to create a business document	56.25%
2) 1.1.2 Create tables, charts, and graphs to depict information	93.75%
3) 1.1.3 Demonstrate appropriate formatting and design to create business documents (e.g., letters, emails, memos, reports, and proposals)	50.00%
4) 1.1.4 Demonstrate competency in typing with a minimum net speed of 40 wpm	40.62%
5) 1.1.5 Write, edit and revise written work consistent with professional standards	62.50%
6) 1.1.6 Create various desktop publications (e.g., newsletters, certificates, brochures, and flyers)	53.12%
2) Performance Standard 1.2 : DEMONSTRATE PROFICIENCY IN SPREADSHEET APPLICATIONS	61.16%
1) 1.2.1 Generate formulas and use functions to solve a problem	54.69%
2) 1.2.2 Utilize formatting and editing to create a spreadsheet consistent with professional standards	62.50%
3) 1.2.3 Create tables, charts, and graphs to depict information	90.62%
4) 1.2.4 Demonstrate sorting and filtering data	50.00%
5) 1.2.5 Export data to other software applications to support claims and findings	65.62%
3) Performance Standard 1.3 : DEMONSTRATE PROFICIENCY IN DATABASE APPLICATIONS	36.46%
1) 1.3.1 Utilize data to create tables	25.00%
3) 1.3.3 Formulate reports utilizing data queries to convey meaningful information	21.88%
4) 1.3.4 Utilize filters to answer inquiries and create final reports	18.75%
5) 1.3.5 Edit and revise collected data consistent with professional standards	71.88%
6) 1.3.6 Use data to create mail merging with other software applications	59.38%
4) Performance Standard 1.4 : DEMONSTRATE PROFICIENCY IN PRESENTATION SOFTWARE	82.03%
2) 1.4.2 Demonstrate appropriate formatting and design of business presentations	84.38%
3) 1.4.3 Edit and revise presentation content consistent with professional standards	71.88%
6) 1.4.6 Demonstrate professional presentation skills	85.94%
5) Performance Standard 1.5 : DEMONSTRATE PROFICIENCY IN TECHNOLOGY MEDIA	56.25%
3) 1.5.3 Implement an electronic file storage system	45.31%
5) 1.5.5 Explain usage of social media platforms	78.12%
2) CONTENT STANDARD 2.0 : UNDERSTAND ACCOUNTING FUNCTIONS	42.25%
1) Performance Standard 2.1 : PERFORM ACCOUNTING FUNCTIONS TO CLASSIFY, RECORD, AND SUMMARIZE DATA TO PRODUCE NEEDED FINANCIAL INFORMATION	44.89%
1) 2.1.1 Discuss the steps of the accounting cycle	46.88%
2) 2.1.2 Demonstrate the effects of transactions on the accounting equation	65.62%
3) 2.1.3 Prepare a chart of accounts	18.75%
5) 2.1.5 Describe a variety of source documents (e.g., check receipt, memo, etc.)	62.50%
6) 2.1.6 Record transactions in journals	45.31%
7) 2.1.7 Post journal entries to general ledger accounts	56.25%
9) 2.1.9 Classify items as assets, liabilities, and owners equity	50.00%
11) 2.1.11 Prepare a worksheet	18.75%
15) 2.1.15 Describe the use of financial statements (e.g., balance sheet, profit/loss, etc.)	28.12%
2) Performance Standard 2.2 : PERFORM ACCOUNTS PAYABLE AND ACCOUNTS RECEIVABLE FUNCTIONS TO RECORD PAYMENTS AND DISBURSEMENTS	46.88%

2) 2.2.2 Prepare and post to an accounts payable and accounts receivable subsidiary ledger	46.88%
3) Performance Standard 2.3 : MAINTAIN CASH CONTROLS TO TRACK CASH FLOW	34.38%
1) 2.3.1 Journalize/post entries to establish and replenish petty cash	46.88%
2) 2.3.2 Prepare bank reconciliation	31.25%
3) 2.3.3 Journalize/post entries related to banking activities	28.12%
4) 2.3.4 Explain cash control procedures (i.e., internal and external controls and cash clearing)	34.38%
4) Performance Standard 2.4 : COMPLETE PAYROLL PROCEDURES TO CALCULATE, RECORD, AND DISTRIBUTE PAYROLL EARNINGS	48.44%
1) 2.4.1 Calculate employee earnings (i.e., gross earnings, net pay)	56.25%
2) 2.4.2 Calculate employee- and employer-paid withholdings (i.e., federal, state, and other)	25.00%
5) Performance Standard 2.5 : SELECT, UTILIZE, AND MAINTAIN APPROPRIATE SOFTWARE	38.54%
1) 2.5.1 Use integrated business software application packages (e.g., Microsoft Office, QuickBooks, Quicken)	43.75%
3) 2.5.3 Discuss the importance of maintaining records for software licenses	34.38%
4) 2.5.4 Utilize software applications to maintain ongoing financial records	37.50%
3) CONTENT STANDARD 3.0 : UNDERSTAND ETHICAL AND LEGAL ISSUES THAT IMPACT BUSINESS	65.23%
1) Performance Standard 3.1 : UNDERSTAND THE ROLE OF LAW IN BUSINESS	62.5%
1) 3.1.1 Discuss the use of Generally Accepted Accounting Principles (GAAP)	53.12%
3) 3.1.3 Explain legal issues associated with information management	78.12%
4) 3.1.4 Describe methods used to protect copyrights, intellectual property and corporate property	56.25%
2) Performance Standard 3.2 : UNDERSTAND ETHICS IN BUSINESS	66.88%
1) 3.2.1 Explain ethical characteristics and traits	59.38%
2) 3.2.2 Discuss business ethics in the office environment	53.12%
3) 3.2.3 Describe the importance of workplace confidentiality	87.50%
4) 3.2.4 Discuss and examine ethical usage of media content	81.25%
4) CONTENT STANDARD 4.0 : UNDERSTAND THE IMPORTANCE OF POSITIVE CUSTOMER RELATIONS	70.14%
1) Performance Standard 4.1 : FOSTER POSITIVE RELATIONSHIPS WITH CUSTOMERS TO ENHANCE COMPANY IMAGE	70.63%
1) 4.1.1 Explain the nature of positive customer relations	90.62%
3) 4.1.3 Reinforce service orientation through communication	96.88%
4) 4.1.4 Apply business policies to respond appropriately to customer inquiries	57.81%
5) 4.1.5 Explain the role of administrative services in customer relations	50.00%
2) Performance Standard 4.2 : RESOLVE CONFLICTS WITH/FOR CUSTOMERS TO ENCOURAGE REPEAT BUSINESS	69.53%
1) 4.2.1 Discuss important steps in resolving conflict	53.12%
2) 4.2.2 Role play customer conflict scenarios	76.56%
3) 4.2.3 Formulate solutions to customer/client complaints	71.88%
5) CONTENT STANDARD 5.0 : UNDERSTAND THE ROLE OF HUMAN RESOURCES	55.31%
1) Performance Standard 5.1 : EXPLAIN THE ROLE OF HUMAN RESOURCES IN BUSINESS OPERATIONS	31.25%
2) 5.1.2 Explain the role of ethics in human resources management	40.62%
4) 5.1.4 Prioritize tasks and projects of employees and management	21.88%
2) Performance Standard 5.2 : UNDERSTAND THE HIRING AND TERMINATION PROCESS	64.06%
1) 5.2.1 Determine hiring needs based on budget boundaries	68.75%
3) 5.2.3 Practice interviewing job applicants	75.00%
6) 5.2.6 Explain state labor laws and regulations	50.00%
7) 5.2.7 Explain federal labor laws and regulations	62.50%
3) Performance Standard 5.3 : EVALUATE PRACTICES TO MANAGE STAFF AND RESOLVE EMPLOYEE ISSUES	58.59%
4) 5.3.4 Role play resolution of employee complaints and grievances	62.50%

5) 5.3.5 Explain the role of policies/procedures to protect the privacy of human resources information	84.38%
6) 5.3.6 Identify coaching and training needs	43.75%
6) CONTENT STANDARD 6.0 : UNDERSTAND BUSINESS AND OFFICE OPERATIONS AND EXPLORE CAREERS	57.72%
1) Performance Standard 6.1 : MANAGE DAILY OFFICE FUNCTIONS FOR A BUSINESS	54.86%
1) 6.1.1 Demonstrate effective management of office projects and meeting deadlines	81.25%
4) 6.1.4 Describe the importance of warehouse and inventory procedures	68.75%
5) 6.1.5 Investigate various alternatives for making travel arrangements	45.31%
7) 6.1.7 Plan and organize a meeting	39.06%
9) 6.1.9 Plan organization/department activities to support decision management	53.12%
10) 6.1.10 Develop and manage an electronic office calendar	68.75%
2) Performance Standard 6.2 : UNDERSTAND HOW BUSINESSES ARE ORGANIZED	51.56%
2) 6.2.2 Describe the hierarchy of a business organization and the roles of key officers in an organization	34.38%
3) 6.2.3 Compare and contrast various types of management styles	68.75%
3) Performance Standard 6.3 : UNDERSTAND PROPER USE OF OFFICE TOOLS AND EQUIPMENT	64.06%
1) 6.3.1 Compare and contrast the use of facsimile and scanned documents	73.44%
2) 6.3.2 Discuss copy machine usage and maintenance	28.12%
3) 6.3.3 Practice 10-Key by touch	87.50%
4) 6.3.4 Setup and install audio visual equipment	59.38%
6) 6.3.6 Describe web-based and video conferencing	62.50%